# Case Manager l– Position Description

## Position Purpose

Organize and coordinate all aspects of patient scheduling from intake through ongoing care and work closely with clinical and support staff to ensure a smooth and timely process of information gathering and decision-making.

## Duties and Responsibilities

* Organize and coordinate all aspects of patient scheduling including responding to initial requests for service, gathering necessary information to determine the appropriate level and need for services per established protocols and scheduling new patients for evaluation and other necessary appointments.

 • Monitor providers' schedules and patient flow.

 • Complete and maintain all necessary and appropriate files and records associated with patient scheduling.

 • Recommend appropriate resources when the clinic cannot serve the patient.

 • Assist in gathering and reporting program data, quality assurance and outcome evaluation consistent with current protocols.

 • Attend staff meetings and community-based meetings as appropriate.

## Knowledge, Skills and Abilities

Knowledge of biology, clinical judgment, medicine, cultural awareness, and consulting.

Medical documentation, interpersonal, practice-based learning and improvement, empathy, and decision making skills.

## Position Requirements

Education: Associate’s Degree

Experience: 2 years

FLSA: Non-Exempt